



SYSTEMS OPERATOR II

Characteristics of Work

The positions in this family are involved in operating and monitoring a variety of systems including mainframe or minicomputer equipment, centralized networks and input/output peripheral devices. Incumbents perform preventative maintenance on equipment to achieve optimal output of devices and monitor operating systems to ensure that they are consistent with performance standards, established service levels and operating efficiencies.

The Systems Operator II is the career level where incumbents are competent to perform most aspects of computer operations for host-based mainframe systems or distributed client server systems. They monitor CPU processing, batch work, and processing flow to assure completion of application processing and ensure that the system is operational. Incumbents in this role are responsible for automated scheduling, on line report setup and administration and printer setup, monitoring and maintenance. While at this level, they are able to resolve all but the most complex and unusual operating problems and work to increase their knowledge in monitoring and operating large network systems. Responsibilities include automated scheduling, on-line report setup and administrations and monitor and maintenance of peripheral devices i.e. printers and fax machines. Incumbents may provide work leadership for staff responsible for routine support services such as scheduling, on-line reporting, peripheral operations and batch management.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Executes processing flow in accordance with operating procedures.

Monitors CPU processing, batch work, processing flow, and network communications to ensure completion of application processing.

Monitors the efficiency of operations by detecting and correcting job errors or equipment failures.

Troubleshoots equipment operating problems and determines the cause of program interruption.

Administers and manages automated scheduling and report distribution, including online report and printer setup.

Performs routine peripheral maintenance.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Monitors system operations to ensure integrity and completion of processing.
2. Resolves all but the most complex and unusual operating problems.

3. Performs all aspects of automated scheduling and report setup and administration.
4. Manages routine system support services such as scheduling, online reporting, peripheral operations, and batch management.
5. Performs most aspects of computer operations for host-based mainframe systems or distributed client/server systems.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

An Associate's Degree from an accredited two-year college in computer science, data processing, or a related field;

AND

Experience:

One (1) year of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Three (3) years of directly related experience.

Substitution Statement:

Related education and directly related experience may be substituted on an equal basis.

Interview Requirements:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.